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09/745,305	12/21/2000	Peter Tavernese JR.	NTL-3.2.149/3550 (12767HU	2060

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EXAMINER
NGUYEN, QUYNH H

ART UNIT	PAPER NUMBER
2614	

MAIL DATE	DELIVERY MODE
05/02/2008	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on _01 February 2008_.
2a)☒ This action is **FINAL**.   2b)☐ This action is non-final.
3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) _1 and 3-29_ is/are pending in the application.
    4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5)☐ Claim(s) _____ is/are allowed.
6)☒ Claim(s) _1 and 3-29_ is/are rejected.
7)☐ Claim(s) _____ is/are objected to.
8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.
10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.
    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    a)☐ All b)☐ Some * c)☐ None of:
      1.☐ Certified copies of the priority documents have been received.
      2.☐ Certified copies of the priority documents have been received in Application No. _____.
      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)
2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.
4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.
5)☐ Notice of Informal Patent Application
6)☐ Other: _____.

DETAILED ACTION

1.   The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior office action.

2.   Applicant's remarks filed 02/01/08 have been entered. No claims have been amended. No claims have been cancelled. No claims have been added. Claims 1 and 3-29 are still pending in this application, with claims 1, 16, 27, and 28 being independent.

Claim Rejections - 35 USC § 103

3.   Claims 1 and 3-29 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss (U.S. Patent 6,687,241) in view of Dezonno (U.S. Patent 5,526,417).

Regarding claim 1, Goss teaches a customer service response system (CSRS) (Fig. 1, *call center 10*) capable of responding to an incoming call from a calling party by playing a message to the calling party (col. 7, lines 21-31 - *where Goss discussed contact server 100 routes all calls to an IVR to collect information from the caller, hence playing a message to the calling party to greet the calling party and request for information*); a graphical user interface (Fig. 1, *workstation* 14) electrically coupled to the CSRS (Fig. 1, workstation 14 coupled to call center A) and configured to receive and display information from the CSRS originates from the calling party (col. 9, lines 1-13).

Goss do not specifically teach via a soft-key or graphical button of the GUI is configured to selectively initiate another message being sent from the CSRS to the calling party.

Dezonno teaches via a soft-key (*soft-key 41*) or graphical button of the GUI is configured to selectively initiate another message ("postconversation voice messages") being sent from the CSRS to the calling party (col. 8, lines 2-6; col. 7, lines 6-10).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Dezonno into the teachings of Goss for the purpose of reducing the conversation handling time of the agent or operator so that the agent is available to take subsequent incoming calls which are waiting in queue for the agent service, which also reduces the holding time a customer waiting for an agent since the agent does not need to repeat farewell messages, as discussed by Dezonno (col. 7, lines 37-46). This also maintains agent's professionalism and energetic voice throughout the day, especially towards the end of the day when agents are tired.

Regarding claims 3-4 and 17-19, Dezonno teaches the GUI displays messages from the CSRS to the calling party and at least one of a plurality of messages is customizable (col. 7, lines 4-10 and lines 33-37).

Regarding claims 5 and 6, Goss and Dezonno do not explicitly teach the CSRS includes a voice recognition program that is capable of converting voice signals in text messages and text messages into voice signal. However, Goss teaches an VRU that runs IVR applications has a voice link to enable direct connection to the call center and

forward data to contact server (col. 4, lines 47-55; col. 7, lines 22-31), hence it would

have been obvious that the VRU has capability of converting voice to text; and for

customers who contact the call center via Web Server over the Internet (col. 7, line 62

through col. 8, line 7) and the VRU response back, hence it has capability of converting

text to voice. Furthermore, Examiner takes Official Notice that text to speech and

speech to text conversions are very old and well known with known advantages.

Regarding claims 7 and 22, Goss does not teach the GUI provides an option for

bypassing the CSRS. It would have been obvious to one of ordinary skill in the art to

give customers/callers the option to bypass the CSRS to a regular telephone in case the

caller does not wish to communicate with the agent via an interactive graphical display

device. Or if the caller is familiar with the call center and the options provided, the caller

may elect to bypass the CSRS.

Regarding claim 8, Goss teaches the CSRS is an adjunct to a telephone (Fig. 1).

Regarding claims 9 and 23, Dezonno teaches the CSRS is capable of

responding and playing a message to a plurality of incoming calls from calling parties

(col. 7, lines 4-10 and lines 33-37).

Regarding claims 10-13, 20, 21, and 24, Goss teaches the CSRS is configured to

receive voice, text, and multimedia messages (col. 4, lines 10-67; col. 7, lines 4-20 and

51-67).

Regarding claims 14 and 25, Goss and Dezonno do not teach the CSRS is

capable of accessing a remote computer system. It would have been obvious to one of

ordinary skill in the art at the time the invention was made to incorporate the above

mentioned feature into the teachings of Goss and Dezonno in order to have a more efficient and flexible system.

Regarding claims 15 and 26, Goss teaches the CSRS is capable of forwarding the incoming call to another telephone number in response to receipt of the information from the calling party (col. 5, lines 11-35). It would have been obvious that after receiving the calling party's information, an agent may realize that he or she should transfer the calling party to another agent with specific skills who could be better serve the customer, and then this agent transfers the calling party to the skilled agent. This feature is notoriously well known in the art of ACDs and the advantage of using it is also well known.

Claim 16 is rejected for the same reasons as discussed above with respect to claim 1.

Claim 27 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Goss teaches the call system response means for receiving information from a plurality of telephone calls (col. 7, lines 22-31).

Claim 28 is rejected for the same reasons as discussed above with respect to claims 1 and 5.

Regarding claim 29, Dezonno teaches the GUI means configured to display a plurality of messages, each selectable by a graphical button or a soft-key sent from the CSR to the calling party (col. 8, lines 2-6).

Response to Arguments

4.   Applicant's arguments filed 2/1/08 have been fully considered but they are not persuasive.

Applicant argues that Goss does not teach providing a graphical user interface that coupled to the CSRS and configured to receive and display information from the CSRS originates from the calling party. Examiner respectfully disagrees. Goss teaches providing a graphical user interface that coupled to the CSRS (Fig. 1, workstation 14 coupled to call center A) and the information receive and display on the GUI entered by the calling party (col. 9, lines 5-13), hence Goss teaches a GUI coupled to the CSRS and configured to receive and display information from the CSRS wherein the information received from the CSRS originated from the calling party.

Applicant argues that the secondary reference Dezonno is different than the present invention's GUI configured to selective initiate a message ....Examiner respectfully disagrees. Applicant recites claims limitation using alternative language soft-key OR graphical button configured to selective initiate a message. Examiner rejected soft-key 41 is configured to selectively initiate another message being sent from the CSRS to the calling party (Dezonno col. 8, lines 2-6; col. 7, lines 6-10) and does not have to reject GUI configured to selective initiate a message...

Applicant argues that Dezonno relates to an automated post-conversation message. Examiner respectfully disagrees. First of all, Dezonno teaches both pre-conversation messages (col. 2, lines 13-19) and post-conversation messages (col. 8, lines 2-6; col. 7, lines 6-10). Secondly, this is irrelevant. Since Applicant's claims are so

broad, whether post-conversation or pre-conversation message, the message that

being sent from the CSRS to the calling party reads on Applicant's claims invention.

Applicant argues about the combination of Goss and Dezonno is improper.

Examiner respectfully disagrees. Both references are in telephony communications that

deal with automatic call distributor.

Conclusion

5.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not

mailed until after the end of the THREE-MONTH shortened statutory period, then the

shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later

than SIX MONTHS from the mailing date of this final action.

6.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to QUYNH H. NGUYEN whose telephone number is 571-

272-7489. The examiner can normally be reached on Monday - Thursday from 6:30

A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Ahmad Matar, can be reached on 571-272-7488. The fax phone number for

the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system. Status information for

published applications may be obtained from either Private PAIR or Public PAIR.

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For more information about the PAIR system, see http://pair-direct.uspto.gov. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free).

/Quynh H Nguyen/
Primary Examiner, Art Unit 2614